

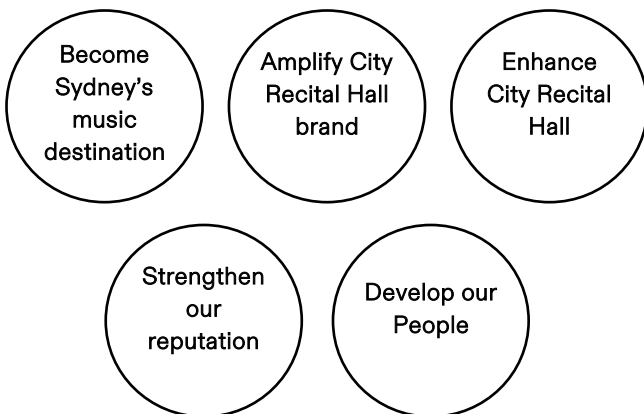
**OUR PURPOSE**

To make City Recital Hall a performing arts centre renowned for its inclusive contemporary and classical music programming, elevated audience experience, and world-class acoustics.

**Our Values**

- **Connection** – Live music connects people
- **Imagination** – Creativity produces better performances
- **Excellence** – Reputation is built through excellence
- **Sustainability** is the key to lasting impact

**OUR STRATEGIC FOCUS AREAS**

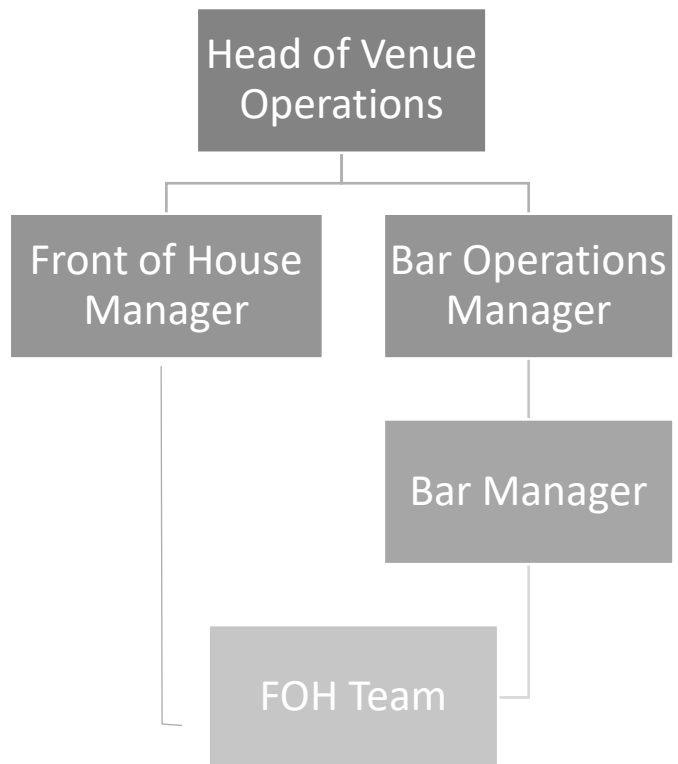


**MY PURPOSE**

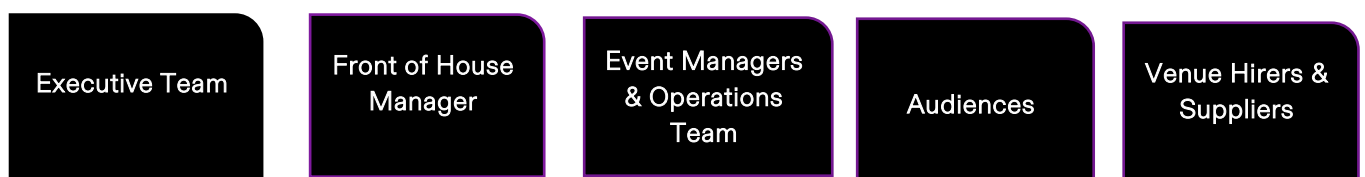
The Bar Operations Manager is responsible for the food and beverage offering of City Recital Hall and is responsible for managing all aspects of bar operations and catered functions. The role brings vision and strong leadership qualities to deliver exceptional customer service, drive operational efficiency and produce financial outcomes for a sustainable and profitable food and beverage business.

This role also encompasses client relations and business development in relation to food and beverage offerings.

**REPORTING LINE**



**KEY RELATIONSHIPS**



**MY RESPONSIBILITIES**

**Responsibilities**

**Duties**

- **Food and Beverage Output:** Continued development of bar menus, create evolving and rotating offering catered towards different shows and audiences.
- **Business Development:** Develop strategies to drive sales growth, meet or exceed profit margins; explore F&B partnerships and sponsorships; create new activations and supplier connections
- **Administration and operational maintenance:** Manage point-of-sale and stock reconciliations for F&B sales; plan, order and receive stock deliveries alongside the bar manager; provide timely stocktake.
- **Training:** Lead, inspire and set a training program for staff; contribute to event planning and ensure product offerings align with audiences; review Bar systems and procedures.
- **Workplace Health and Safety:** Enforce Responsible Service of Alcohol and Liquor Licence conditions; adhere to best industry practice and all relevant WHS regulations;

**Performance Indicators**

- Maintain consistently high customer service levels across diverse events, with the customer at the forefront
- Meet or exceed budgeted revenue goals
- Staff training implementation is positive and increasingly successful

**MY ATTRIBUTES, SKILLSET AND BEHAVIOUR**

**Criteria**

**Essential**

- Excellent interpersonal, team building, negotiation, diplomacy, and communication skills
- Proven connections and relationships to food and beverage suppliers
- Proven administration, inventory management, cash handling, reconciliation, and reporting skills, with extensive experience managing bars or similar establishments; and beverage menu development
- An ability to multi-task efficiently and calmly under pressure to meet event deadlines
- Current NSW Responsible Service of Alcohol (RSA) competency card with experience in managing RSA
- Current NSW Working with Children Check clearance for paid employment

**Experience**

- Minimum three years' management experience in a performing arts, hospitality or similar venue
- Demonstrated leadership of a diverse team to deliver excellent public facing customer service
- Demonstrated ability to manage resources, drive sales growth and maintain profit margins

**Attributes and Behaviours**

**Connection**

- Welcome patrons to Hall with genuine care

**Imagination**

- Inspire the service team through innovative offering

**Excellence**

- Lead the best live venue bar in Sydney

**Sustainability**

- Profitability drives our growth and improved hospitality

**ACKNOWLEDGEMENT**

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name: \_\_\_\_\_

**CITY  
RECITAL  
HALL**

**POSITION DESCRIPTION  
Bar Operations Manager**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_